

GSA FEDERAL SUPPLY

SCHEDULE 48

SIN 653-8 OFFICE RELOCATION

CONTRACT GS-33F-0046V

CONTRACT PERIOD 1 JUL 2009 – 30 JUN 2014



Service West, Inc.
Small Business Concern
Duns #10-292-8371
TIN #94-3304150

Service excellence on the front lines of change
CONTRACT FURNITURE AND FACILITY SERVICES | SERVICEWEST.COM

San Francisco

Oakland



Sacramento



Los Angeles



Las Vegas



New York



Sydney



Melbourne



Brisbane

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Thank you for your interest in Service West. We look forward to serving your office relocation needs and we'll work hard to win your business.

Headquartered in Oakland, California, Service West is a locally owned, progressively managed, and technologically advanced company with a 27-year history in meeting the requirements of prevailing-wage projects in the public and private sectors.

Service West operates six branches in the United States from which we serve clients throughout California; in greater Las Vegas, southern Nevada and northern Arizona; and in the New York City tri-state area. We also serve government and commercial clients in Australia through branches in Brisbane, Melbourne and Sydney.

In selecting Service West, you will be tapping the expertise of the nation's largest independent office furniture installation and commercial moving company and a nationally recognized leader in the development and implementation of best practices for the contract furniture and facility services specialties.

We keep a tight focus on field efficiency through a continuous improvement program aimed at shortening project cycle times, minimizing the need for double handling of the client's workspace product, and reducing project costs.

Using our custom business system, OrderWorks™, we turn project quotes around very quickly, track and report project progress, and give our clients 24/7 online access to critical information regarding their receiving and delivery activity and their warehoused workplace assets.

Service West is a highly attractive employer, a company where moving and installation specialists build satisfying long-term careers. All of our installers, for example, at one time or another complete factory and/or in-house training, making Service West a national leader in terms of the number of furniture brands and lines in which we are certified.

To further ensure our clients' peace of mind, we maintain state contractor licenses for furniture and equipment installation in California and Nevada and for finish carpentry in Nevada. And we carry general liability insurance equal to five times the standard coverage in the US.

Service West is a tightly knit company in which field operations are closely monitored and carefully managed. In my dual roles as director of commercial move services and contract administrator for our GSA Schedule 48 contract, I'm in daily contact with each of our US branches and I keep a close eye on every federal project we pursue and perform. If you have questions about our services or capabilities or need assistance with Schedule 48 contractual matters, please do not hesitate to call or write me. Key contacts at our branches are listed on page 4.

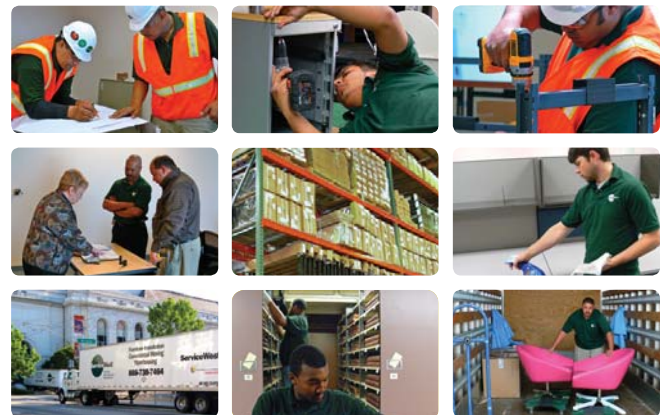
Sincerely,

Rico Petrini Jr.

Director, Commercial Move Services
916 649 2800 office | 916 416 8668 mobile
rico@servicewest.com



Service excellence on the front lines of change



www.ServiceWest.com

There are many good reasons to choose Service West for your relocation projects. Some of the key reasons we've heard through client feedback are outlined below. Give us a call and we'll be happy to tell you more. Better yet, let us handle your next move and discover more good reasons of your own.

You'll get a complete move solution.

People who bear responsibility for the outcome of an office relocation appreciate working with a contractor who can address all their needs—even the ones that arise unexpectedly. It saves time and eliminates frustration throughout the move process and adds the cost-efficiency of single-source procurement.

Our move solutions can incorporate a wide range of capabilities to ensure that everything you need done, gets done. (See the side bar at right.) You get the benefit of our long experience in accomplishing moves in a great variety of settings, including healthcare, hospitality, education, high tech and industrial, as well as business offices. We know how to do the in-depth planning, communication and coordination required to deliver a well-integrated set of services. And when we finally leave your facility, your move is complete—no loose ends!

You'll save time, reduce cost, and avoid headaches.

A successful relocation needs a foundation of thorough planning. You'll get that in spades with Service West because, in addition to addressing the multitude of considerations that are integral to the end users, the facilities, and the furniture and other workplace assets involved in your move, our move managers put a lot of focus on determining how to accomplish the move with the greatest speed and efficiency while reducing the total cost.

We'll analyze the logistical aspects of your move in great detail to determine the most cost-efficient approaches for sequencing and staging. We'll identify, in advance, the optimal way to move workspace contents through each area of your facility. And we'll know exactly what types and amounts of equipment and building protection material will be needed for each segment of the move.

You'll have everything you need, when you need it.

With a field staff composed of more than 325 experienced movers, installers and drivers, we routinely meet our clients' project requirements without the need for subcontractors or locally hired temp labor. Having manpower on this scale enables Service West to exercise an exceptionally high degree of direct control over resource allocation and on-site operations.

We are similarly well prepared to meet your logistical requirements. We operate 408,000 sq ft of secure, insured warehouse space and a large fleet of well maintained trucks, trailers and specialty vehicles. And we have more than enough material handling equipment, specialty tools and building protection materials to support numerous projects simultaneously.

You'll be pleased to have our people on site.

And so will your end users, because Service West people are true facility services professionals who work hard and work smart; adhere to our strict code for dress, personal grooming and behavior; and ably reflect our culture of strict accountability for the work they're assigned.

All members of the Service West field staff must pass background checks and drug testing and are badged when working on site.

Our on-site team leaders—our term is lead man—are supervisory movers or installers with experience in managing complex situations and training in customer service. They provide solutions, not problems. And they have the resources and authority to get the job done.

A Wide Range of Relocation and Related Capabilities

- Comprehensive move planning and management
- On-site move coordination
- Building-to-building and internal office relocations
- Packing and setup of filing systems and shelving contents
- Relocation of electronics, computers and server rooms
- Building clearouts
- Storage and asset management for furniture and other inventories
- Reconfiguration of systems furniture and casegoods
- Furniture maintenance, refurbishing, repair and warranty service
- Relocation of laboratory, industrial and other heavy equipment and fixtures
- Receiving, delivery and installation of new and used product
- E-waste recycling and on-site document shredding
- Transportation of product throughout CONUS
- Arrangement of commercial OCONUS shipping

Scope of Work (SIN 653-8)

"A full range of services to remove the existing office furniture, equipment and related supplies from the existing location, transport the items to the new location, and place them according to the direction of the federal agency.

"Services include but are not limited to pre-move planning, relocation plan designing, providing packaging materials, packing/crating, loading/unloading, delivery and setup."



Locations & Contract Contacts



Contract Administrator	Rico Petrini Jr. Director, Commercial Move Services 916 649 2800 <i>mobile</i> 916 416 8668 rico@servicewest.com
San Francisco Bay Area	100 E Grand Ave, South San Francisco CA 94080
Herb Faatz	650 827 1580 <i>mobile</i> 415 559 8806 Operations Manager herb@servicewest.com
Sacramento	1670 Bell Ave, Ste 110, Sacramento CA 95838
Rico Petrini Jr.	916 649 2800 <i>mobile</i> 916 416 8668 General Manager, Sacramento rico@servicewest.com
Los Angeles	4945 E Hunter Ave, Anaheim CA 92807
Clif Gazich	714 696 3985 <i>mobile</i> 714 719 7616 General Manager, Los Angeles clif@servicewest.com
Las Vegas	7390 Eastgate Rd, Ste 100, Henderson NV 98011
Guy Casciola	702 399 7102 x7 <i>mobile</i> 702 429 9318 General Manager, Las Vegas guy@servicewest.com
New York	55 Hook Rd, Bayonne NJ 07002
Tom Conroy	201 823 2390 x101 <i>mobile</i> 201 206 2724 General Manager, Metro New York tom@servicewest.com
Sydney	9-13 Winbourne Rd, Brookvale NSW 2100
Chris Orchard	61 2 9905 9966 <i>mobile</i> 61 412 571 212 General Manager, Sydney chris.orchard@servicewest.com
Melbourne	36 Tennyson St, Williamstown VIC 3016
Dean Constable	61 3 9397 8822 <i>mobile</i> 61 431 914 456 General Manager, Melbourne dean.constable@servicewest.com
Brisbane	18 Allworth St, Northgate QLD 4013
Steve Hoy	61 2 9905 9966 <i>mobile</i> 61 413 133 450 General Manager, Brisbane steve.hoy@servicewest.com

Terms and Conditions

All terms and conditions agreed upon between the General Services Administration (GSA) and Service West, Inc. are as follows.

1. SPECIAL ITEM NUMBER (SIN) AWARDED

SIN 653-8, Office Relocation.

Service West will voluntarily participate in the Disaster Recovery Purchasing Program.

2. PROMPT PAYMENT DISCOUNT

None.

3. INDUSTRIAL FUNDING FEE (IFF)

The IFF is included in the prices provided.

4. MINIMUM ORDER

\$100.00

5. MAXIMUM ORDER THRESHOLD

\$1,000,000.00

For order above the maximum order threshold, customers are required to seek further price reductions.

6. DELIVERY TERMS

FOB Destination.

7. ECONOMIC PRICE ADJUSTMENTS

Clause I-FSS-969—ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE CONTRACTS (JAN 2002) applies to this contract. Service West, Inc. agrees to an Annual Escalation Rate of 3%. Adjustments (both up and down) to the contract labor rates applicable to the SCA will be in accordance with clause 52.222-43 Fair Labor Standards Act—Price Adjustments (Multiple Year and Option Contracts).

8. DOCUMENTS

The following documents are incorporated by reference and made a material part of this contract:

- Solicitation FBGT-GG-050001-B, dated 01/23/2008.
- Offeror's Representations & Certifications submitted in D.5 and in ORCA.
- The Technical Capability section contained in Service West, Inc.'s technical proposal.
- Final Proposal Revision letter dated 06/18/2009 and 06/22/2009 with revised pricing.

9. PRICE REDUCTION CLAUSE 552.238-75 (SEP 1999)

All terms under the Price Reduction Clause 552.238-75 (Sep 1999) are applicable. This clause will be predicated on the following most favored customer (MFC): The State of California Department of General Services.

10. TASK ORDERS

Task Orders are Firm Fixed Price preferred.

11. INDUSTRIAL FUNDING FEE (IFF)

Service West, Inc. agrees to remit the Industrial Funding Fee and Sales Reporting under this contract pursuant to contract clause 552.238-74.

12. SCOPE

Domestic (California)

13. CONTRACT PERIOD

Date of Award (07/01/2009) through five years (6/30/2014), with three (3) five-year option periods.

14. GOVERNMENT COMMERCIAL PURCHASE CARD

Service West, Inc. will accept the Government Commercial Credit Card at or below the micro purchase threshold.

15. SERVICE CONTRACT ACT

For purposes of the Service Contract Act, the following wage determinations are hereby incorporated into this contract.

State: California | WD Number: 1996-0272, Revision #18 | Date: 05/29/2008

The Service Contract Act requirements under this contract apply to task orders and Blanket Purchase Agreements awarded by Federal entities only. State and local entities are not subject to these requirements. Clause 52.222-49 requires the contractor, as Federal agencies award task orders, to notify the CO of additional places of performance so the appropriate wage determinations may be incorporated into the contract. No price adjustments as a result of incorporation of a wage determination are authorized.



Terms and Conditions continued

16. AWARDED PRICING

Labor Category	Pricing Per Hour		
	Straight Time ¹	Over Time ²	Double Time ³
PROJECT MANAGER.....	\$60.00	\$90.00	\$120.00
SUPERVISOR.....	\$55.00	\$82.50	\$110.00
MOVER.....	\$40.00	\$60.00	\$80.00
INSTALLER.....	\$48.00	\$72.00	\$96.00
DRIVER & VAN MEDIUM.....	\$40.00	\$60.00	\$80.00
DRIVER & TRACTOR/TRAILER.....	\$75.00	\$75.00	\$150.00
PACKER.....	\$43.24	\$64.86	\$86.48
FORKLIFT OPERATOR.....	\$50.00	\$75.00	\$100.00
WAREHOUSE SPECIALIST.....	\$40.00	\$60.00	\$80.00

Materials	Unit Price
1.5 CU FT CARTON.....	\$2.20
3.0 CU FT CARTON.....	\$3.30
4.5 CU FT CARTON.....	\$4.05
6.0 CU FT CARTON.....	\$4.85
BLUE TAPE ROLLS.....	\$10.50
BUBBLE WRAP 24-FT ROLL.....	.75.00
BUBBLE WRAP 48-FT ROLL.....	\$150.00
BUBBLE WRAP ANTI-STATIC ROLL.....	\$150.00
COMPUTER BAG.....	\$1.50
D CONTAINER.....	\$52.00
DISH PACK.....	\$11.00
TWIN MATTRESS CARTON.....	\$7.10
FULL MATTRESS CARTON.....	\$8.80
QUEEN MATTRESS CARTON.....	\$13.50
KING MATTRESS CARTON.....	\$13.50
KING SPLIT MATTRESS CARTON.....	\$10.05
HARDWARE/EZ ANCHOR.....	\$1.00
HARDWARE L BRACKET.....	\$1.00
HARDWARE LOCK BOLT(S) CONCRETE.....	\$2.00
HARDWARE/TOGGLE BOLT(S).....	\$1.00
LABEL PACK.....	\$0.00
LAMP CARTON.....	\$4.85
MICROWAVE CARTON.....	\$5.00
MIRROR CARTON.....	\$11.10
WARDROBE CARTON.....	\$9.90
O&I CARTON PURCHASED.....	\$2.25
PACKING PAPER (PER POUND).....	\$0.90
PALLET.....	\$6.00
PAPER PAD, 2-PLY FULL PAD.....	\$2.50
PAPER PAD, 2-PLY HALF PAD.....	\$1.65
PAPER PAD, 3-PLY FULL PAD.....	\$3.25
PLASTIC TAPE ROLL.....	\$2.50
RECORD STORAGE CARTON.....	\$2.50
SHRINKWRAP ANTISTATIC ROLL.....	\$27.00
SHRINKWRAP ROLL.....	\$27.00
SPEED PACK.....	\$27.00
TUB.....	\$27.00



¹**Straight Time** is Monday–Friday, 8 hours or less.

²**Over Time** is Monday–Friday over 8 hours, 1.5 times the Straight Time rate.

³**Double Time** is Sunday and holiday, 2 times the Straight Time rate.



Founded in 1981 as a San Francisco Bay Area provider of installation, storage and delivery services for contract office furniture, Service West has become the largest independent installation and commercial moving company in the US, with an operating area that includes all of California, greater Las Vegas and southern Nevada, and metro New York. Our unique brand of client-focused service is also available in Australia through Service West branches in Sydney, Melbourne and Brisbane.

Two factors provide overall unity in our performance of these services:

- Our management and staff have a collective commitment to being the best in the nation at what we do.
- Everyone at Service West recognizes that we operate daily on the front lines of change in the facility world — a role that demands a huge amount of respect and consideration for the time, productivity and peace of mind of the clients and end users we support.

Service West employees are continually reminded of our responsibility to ensure that every change we are tasked to implement is accomplished with a high degree of professionalism; optimum efficiency, timeliness and cost-effectiveness; and the least possible disruption to the customer's business operations.

To ensure our ability to meet these challenges, we:

- Recruit to high standards and hire only the best
- Remove impediments to top-notch work
- Make Service West an attractive employer—a company where someone can work with the best and build a satisfying career
- Manage our projects to specific objectives
- Foster excellent teamwork, unfailing courtesy, and solidly professional conduct and appearance
- Strive for continuous improvement both as individuals and as a company
- Develop and apply best practices and always look for better ways to accomplish our missions

The benefits to the company and our clients are significant:

- Our work force is uncommonly stable.
- There's consistency and cohesion in our drive to be the best in the nation for the types of services we perform.
- Our clients can count on Service West to provide high-quality, cost-effective service on their front lines of change.

Service West operates day in and day out on the front lines of change in the facility world. Our role is one that demands a huge amount of respect and consideration for the time, productivity and peace of mind of the clients and end users we support.

That's why people who are responsible for initiating, planning and designing workplace change rely on Service West. They know we will implement their vision correctly, document the progress, keep all the right players informed, finish on time, stay within budget, and minimize the disruption to normal operations.

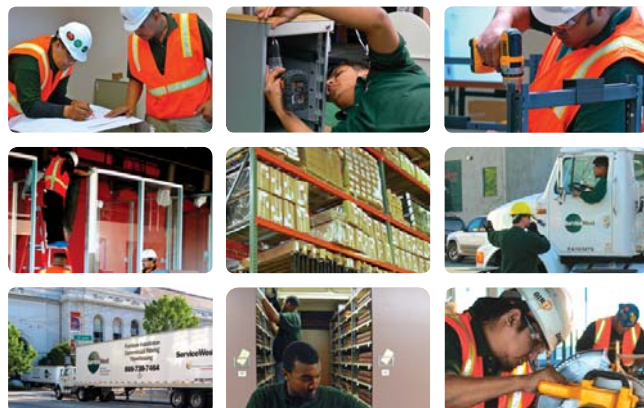


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SERVICES

Office furniture installation and reconfiguration
Commercial moving
Storage and asset management
Architectural wall installation and reconfiguration
Hospitality FF&E installation
Receiving
Delivery and shipping management
Warranty service, refurbishing, repair and maintenance
Theatrical moving and storage
Trade show logistics



KEY FACTS

- Founded 1981 by Mark Vignoles
- California Contractor License #570176 (furniture and equipment); Nevada Contractor Licenses #0070392 (furniture and equipment) and #0073449 (finish carpentry)
- Custom business system (OrderWorks™) for project, asset and delivery management; GPS; mobile communications network
- 325 field staff, 53 office staff
- 408,000 sq ft (37,904 sq metres) of secure, insured warehouse space
- 18 tractors, 58 trailers, 26 bobtails, 15 cubes, 13 vans
- Robust recycling program for project waste
- General liability insurance: 5 times the standard coverage in the US, 2 times the standard in Australia
- Equal Opportunity Employer
- Continuous improvement and staff development programs with a focus on operational efficiency
- Signatory to Carpenters agreements (CA, NV, NJ, NY) and Teamsters agreement (Northern CA)

LOCATIONS



Oakland <i>headquarters</i>	9201 San Leandro Street, Oakland CA 94603 1 510 568 3636 main tel, 1 510 568 1536 main fax 977 66th Avenue, Oakland CA 94621 1 510 569 1616 main tel, 1 510 568 1656 main fax
San Francisco	100 East Grand Avenue, South San Francisco CA 94080 1 650 827 1580 main tel, 1 650 827 0161 main fax
Sacramento	1670 Bell Avenue, Suite 110, Sacramento CA 95838 1 916 649 2800 main tel, 1 916 649 3700 main fax
Los Angeles	4945 East Hunter Avenue, Anaheim CA 92807 1 714 779 5111 main tel, 1 714 779 5777 main fax
Las Vegas	7390 Eastgate Road, Suite 100, Henderson NV 98011 1 702 399 7102 main tel, 1 702 399 7105 main fax
New York	55 Hook Road, Bayonne NJ 07002 1 201 823 2390 main tel, 1 201 823 2391 main fax
Sydney	Unit 3B, Winbourne Estate 9-13 Winbourne Road, Brookvale NSW 2100 ¹ 61 2 9905 9966 main tel, 61 2 9905 9977 main fax
Melbourne	36 Tennyson Street, Williamstown VIC 3016 ¹ 61 3 9397 1000 main tel, 61 3 9397 8899 main fax
Brisbane	18 Allworth Street, Northgate QLD 4013 ¹ 61 7 3256 8300 main tel, 61 7 3256 8399 main fax



Service West provides moving, installation and storage services under **GSA Schedule 48, SIN 653-8, Office Relocation (GS-33F-0046V)**.

Federal agencies in the GSA Pacific Rim Region (CA/NV/AZ/HI) can also obtain moving, installation and storage services through our **Blanket Purchase Agreement (GS-09P-09-KSA-0015)**.

We serve **State of California** agencies on a statewide basis through four contracts:

- Moving, installation, storage and related services via **Office Moving Services MSA (5-08-99-24)**
- PIA systems furniture installation services via three regional sole-source contracts with the **California Prison Industry Authority**



Service West is a founding member of FSN, a group of independent office furniture installation firms serving markets in the US, Canada and Australia. FSN is dedicated to identifying, developing and implementing best practices for every aspect of the furniture and facility services specialties.

Service West, the Service West logo and OrderWorks are trademarks of Service West, Inc. ¹Services are provided through independent licensees Service West Sydney Pty Ltd, Service West Melbourne Pty Ltd and Service West Brisbane Pty Ltd. 2009-07-24